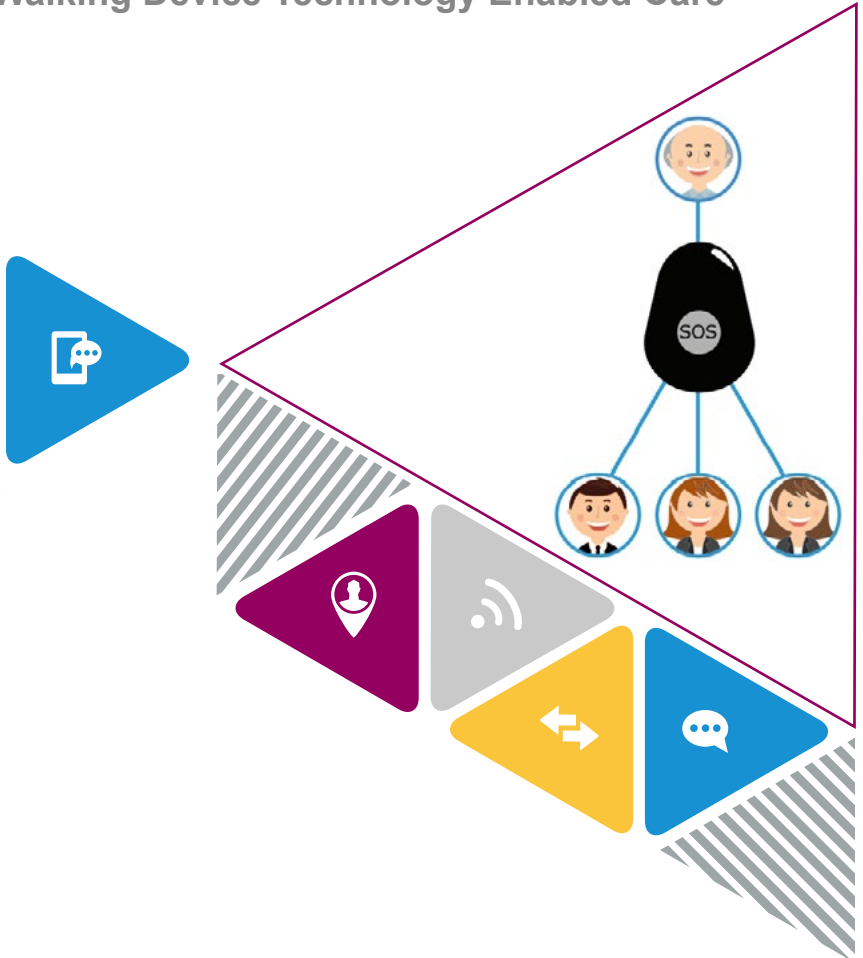


# Welcolme to One Touch

Safer Walking Device Technology Enabled Care



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## Safer Walking Device Technology Enabled Care

### What is it?

The One Touch device is a personal monitoring system, which allows an individual to continue living within the community by empowering independence and allowing the wearer to travel outside of their home without restrictions.

The prime aim is to support safer walking, provide confidence and reassurance to individuals and their carers/families, support individuals to stay connected, physically active and maintain social contacts, routines and regain independence beyond the home, encouraging socialisation and reduce isolation.

### How it works

The device operates using the mobile phone network via a roaming SIM, so is not restricted to one mobile phone network. Therefore, there is less risk of the personal alarm being out of signal in an emergency, as the device will use whichever mobile signal is the strongest.

The device is NOT a mobile phone, there are no complicated screens or menus and unlike a mobile, the personal alarm calls up to 3 pre-programmed emergency contacts simultaneously on activation. When one answers, the others are informed that the call has been taken. The wearer can contact their emergency contacts with a simple press of the SOS button and have a two-way audible communication.

Unlike alternative solutions that use a mobile App to monitor a device, the One Touch is monitored by emergency contacts using a smart device. Versatile GPS functionality – can add 'geo-fencing' zones, which trigger a call when the user exits or enters a predefined area. Particularly useful for dementia sufferers. A 'breadcrumb' function allows the administrator to see a history of where the device has been, as well as requesting a live location update.

### Who is it for?

The One Touch is for individuals living with Dementia (early diagnosis), cognitive impairment, learning difficulties and some long term conditions.

Consideration should be given to the impact of other health conditions of the individual that may impact risk such as sensory impairment and also road safety awareness. The device should be used to support positive risk taking, to achieve desired outcomes and maintain or enhance quality of life. Consider capacity and consent, in circumstances where the individual has NO capacity, appropriate authority such as welfare attorney or guardian is required and in these circumstances the principles of Adults with Incapacity (Scotland) Act 2000 must always be considered to ensure the decision to use safer walking TEC is appropriate.

## Criteria

1. Individual must have capacity to consent, or where an individual does not have capacity, consent should be obtained from those with Power of Attorney or Guardianship Order.
2. There must be a named responsible individual who will charge the device.
3. Individual must live within Inverclyde and have at least two/three responsible individuals who also live within Inverclyde. All responsible individuals to be established and setup as responders for the device.
4. Responsible individuals that have been setup as responders must ensure that at least one responder can be available to attend – respond to any device activation if required.
5. The responders assigned must have access to a smart phone to allow the One Touch App to be installed for GPS locator and an active email address.
6. Referral for this can be made via Access 1st
7. Service will be subject to assessment and review

## General advice for operation

- Press and hold the SOS alarm button for 3 seconds to make an alarm call. You will hear a beep. The green LED light will blink until you switch off the alarm.
- In the web portal, your device will have been configured with up to three contacts. A call will be sent out to all of your contacts. When one responder answers the alarm call they will hear a recorded message.
- You will be connected to the contact who answers first. Doing so will notify the other contacts that your call has been answered.
- We advise you keep the conversation as short as possible, so that any further (emergency) communication will remain available and the battery will last longer.

## General advice for use

- Keep dry and free of dust.
- Avoid excessively hot or cold spots.
- Use a dry cloth to clean the device.
- Do not open the device, because this will void your warranty.
- The use of any charger other than the charger included in the package may affect the operation of the device.
- Do not remove the SIM card, it may be blocked. Re-activation of the SIM card may involve costs for the user.

The service is dependent on external infrastructure (GSM/GPS/ GPRS), whereby the operation may be affected by influences from outside.

## Does it cost anything?

No, free following assessment.

## Terms and conditions for the One Touch device

Inverclyde HSCP will not be held liable for failures in operation of the One Touch Device. Inverclyde HSCP will accept no responsibility for faults arising from misuse of the One Touch Device or charger (for example – dropping, water damage, malicious damage or removal/damage of sim card). You must take reasonable care of the equipment as you may be responsible for the cost of any loss or damage.

It is the responsibility of the user/nominated family member(s)/nominated responsible person to ensure that all faults, concerns or operational issues are reported immediately to the Technology Enabled Care Team, advise when the One Touch Device is no longer required, and to make arrangements to return the One Touch Device complete with sim card and charger to the service. As the equipment remains property of Inverclyde HSCP, failure to do so may result in cost.

The user must agree to the terms and conditions for the use of the equipment and service being provided.

Understand that the data can also be accessed by the 3 named contacts provided as part of the referral process as well as the Technology Enabled Care Team.

Understand that the technology being issued to you will help /reduce the risk when you are out with your home. The device DOES NOT take away any risks.

Understand that the service can be withdrawn by the Technology Enabled Care Team if the service is being abused or misused in any way.

**If for any reason you have to contact us to report a faulty device or for general information and advice then please contact us and we will be happy to deal with your enquiry.**

### **Technology Enabled Care Team contact:**

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**01475 715945**